

National Aeronautics and  
Space Administration

**George C. Marshall Space Flight Center**  
Marshall Space Flight Center, AL 35812



Reply to Attn of: DA01

JAN 13 1999

TO: Distribution

FROM: DA01/A. G. Stephenson

SUBJECT: Minutes of the MSFC Quality Council Meeting

The MSFC Quality Council (MQC) met on Tuesday, December 29, 1998. The meeting began at 9:30 a.m., in Building 4200, Conference Room P110. The roster of attendees for the meeting is attached as Enclosure 1. The agenda for the meeting is included as Enclosure 2.

OPENING REMARKS (A. Stephenson/DA01)

This was the last meeting for the current ISO 9000 Management Representative, Bob Schwinghamer/DA01. He has served in this position since the Center began the process of implementing ISO 9000 in May 1996. All of his hard work is appreciated and will be missed. Mr. Sid Saucier/DE01 has been selected to replace Bob as the Management Representative for the Center.

The ISO 9000 process is a very important process. It provides a good understanding of how the Center does business as well as ways to improve upon the processes, which are in place for doing business. The new scope expansion for ISO 9000 will move to include all of the Center elements. Initially, the ISO 9000 scope included only about 85% of the Center.

SCOPE AND IMPLEMENTATION PLAN (R. Schwinghamer/DA01)

The new ISO 9000 Scope, rewritten to include the entire Center, is as follows:

The Marshall Management System shall apply to all products and services provided by the Marshall Space Flight Center.

The existing scope will be in place for the planned Registrar Audits in 1999. The first year Surveillance Audit is scheduled for February 22-24, 1999 with a follow-up Surveillance Audit in August 1999. The Surveillance Audit and Increased Scope Pre-

Assessment is scheduled for February 2000. The Registration Audit to the new scope is set for May 2000.

The proposed dates can be moved, forward or back, as needed. At the present time, how safety will be implemented is being discussed. The report from the recent DuPont Audit of the Center Safety Program has not been reviewed.

**ACTION:**

**Review the ISO 9000 process for TTA's at MSFC and JSC and decide on the best way to address this issue utilizing the Customer Feedback Program.**

**(MQC-0014, S. Saucier/DE01, Due: 01-27-99)**

**AUDIT PROGRAM REPORT (D. MILLER/CR10)**

Since February 1998, there have been nine Internal Audits performed at MSFC. The audits were performed to 19 of the 20 ISO 9000 Elements. All of the Center organizations except three were covered in the audits. This represented 2.5% of the Center's employees. During the audits, 179 Non-Conforming Reports (NCRs) were reported. Of that number, 147 are closed. The average length of time a NCR remains open is 145 days.

The Quality System at the Center is good and the general consensus of the auditors is that the concept of auditing has been favorably accepted. The overall knowledge of the Quality System and the Quality Policy is very high. At the present time, the same Auditors/Leads are being used on several audits. The participation by the auditors, which is on a voluntary basis, is on the decline. One audit takes approximately four weeks. The actual audit takes two to three full days with the balance on a part-time basis. There are approximately 150 auditors trained at the Center with 130 available to serve on an audit. There are approximately 50 lead auditors trained with about 30 available to serve.

**ACTION:**

**Establish a system to recognize Lead Auditors/Auditors for their efforts to perform the ISO 9000 Internal Audits. Also, consider the possibility of including ISO audit training in the Individual Career Development Program.**

**(MQC-0015, S. Saucier/DE01, Due: 01-27-98)**

**CUSTOMER FEEDBACK REPORT (D. MILLER/CR10)**

The MSFC Quality Comment Form is a new ISO requirement that began in February of this year. Forms were shipped with products or were completed by MSFC personnel who received feedback from a customer. To date, six reports have been received. All the reports have been positive in nature. Since this is a new program for the Center, it is being improved as it is being implemented, based on responses from the customers.

#### NEXT NQA AUDIT (D. MILLER/CR10)

The next audit by the Registrar, NQA, is scheduled for February 22-24, 1999. Judge Lunt/NQA will perform the audit which will include the following six elements:

- 4.1 Management Responsibility
- 4.4 Design Control
- 4.11 Inspection, Measuring, & Test Equipment
- 4.13 Control of Non-Conforming Product
- 4.14 Corrective and Preventive Action (Including specifically the status of NCRs from the last audit.)
- 4.17 Internal Quality Audits

Elements 4.1, 4.14, and 4.17 are included in every audit.

During the Registration Audit in February 1998, 13 Minor Non-Conformances and 7 Observations were documented by NQA. The Implementation Team issued 6 additional Non-Conformances to address generic/systemic issues. Corrective actions have been completed and verified for all of the NQA findings and for 5 of the 6 MSFC generic Non-Conformances. Corrective actions to close the last generic Non-Conformance are in progress and are expected to be completed by the February Surveillance Audit.

For the NQA Surveillance Audit May 6-8, 1998, two minor NCRs and 2 Observations were issued. Corrective actions have been completed and verified for all these findings.

#### MQC ACTION ITEMS (R. SCHWINGHAMER/DA01, J. SPENCER/EE24)

##### MQC-0012 (R. SCHWINGHAMER/DA01)

At the last MQC meeting, an action was assigned to evaluate the Center's Resident Offices on a case-by-case basis for "in" or "out" of scope (Ref: Action MQC-0012). Resident Offices are in the following locations:

KSC, Shuttle/Payloads	Michoud, ET
Canoga Park, SSME	Brigham City, RSRM
Palmdale, X-33	Redondo Beach, Chandra X-Ray
West Palm, ATD	Observatory
Stennis, SSME	

With the exception of Redondo Beach, Chandra X-Ray Observatory, which is at Project completion, all the Resident Offices are considered to be in-scope. For auditing purposes, NQA will not go to the Resident Offices specifically for an audit, but might stop at one if the NQA representative is in the area for some other reason.

Action MQC-0012 is considered to be closed.

MQC-0013 (J. SPENCER/EE24)

Another action assigned at the last MQC meeting was to establish a team to draft a plan for an expanded ISO 9000 Scope and define an architecture for maximum use of the current procedures (Ref: Action MQC-0013). All of the ISO Procedures have been reviewed for impact to the new scope, which will be minimal. The MSFC procedures will all be combined into one system using the NASA numbering scheme with the same electronic review and approval process as the existing ISO system. All Quality Management System (QMS) documents have been converted to the Directives Format with the controlling Directive, MPG 1410.2, in final draft to be reviewed and approved. The QMS documents must still be re-baselined as directives and loaded onto the Center Operations Directorate (COD) server. The correct "Tango" license for the COD server-supplier should be ready after the holidays. A new MSFC Integrated Document Library page has been developed and should be completed by February 1999.

The plan assigned by action MQC-0013 has been drafted, however, some activity is still required before final implementation of the system can be accomplished. The action is considered to be closed.

A copy of the open MQC Actions is included as Enclosure 3.

CORRECTIVE ACTION PROGRAM REPORT (J. SPENCER/EE24)

Since November 1997, 57 Discrepancy Reports (DRs) and 27 Quality System Deficiency Notices (QSDNs) have been written at the Center. Of the 57 DRs written, 12 have been Recurrence Control Action Requests (RCARs). Only one of the RCARs has been closed. Of the 27 QSDNs, 24 were RCARs, of which, only 10 have been closed.

The DRs were hardware related and the QSDNs were Quality System related. Based on the number of open RCARs, some attention needs to be given to closing those which are still open.

**ACTIONS:**

**Follow-up on the timeliness of Corrective Action closures.  
(MQC-0016, S. Saucier/DE01, Due: 01-27-98)**

**Provide additional information to the Center Director on the system which is in place at MSFC for process improvements.  
(MQC-0017, S. Saucier/DE01, Due: 01-27-98)**

SUMMARY/CLOSING REMARKS (R. SCHWINGHAMER/DA01)

It is obvious that MSFC ISO has come along very well. It has been proven that internal audits are "life-blood". Possibly some consideration should be given to assigning some

S&MA personnel to this task on a full-time basis. With the expanded ISO scope to include 100% of the Center, the effort before us, which will be necessary to accomplish the task, will not decrease. However, the capability is present to meet this challenge and as in the past, MSFC's pace will rise to the occasion.

No other items for record were discussed at the meeting.

A handwritten signature in dark ink, appearing to read "A. G. Stephenson", followed by a long horizontal line extending to the right.

A. G. Stephenson  
Chairman  
MSFC Quality Council

Enclosures

Distribution:  
Council Members  
Meeting Attendees

**ISO 9000 MSFC QUALITY COUNCIL MEETING**

**December 29, 1998, Building 4200, Conference Room P110**

**9:30 - 10:35 A.M.**

**MEETING ATTENDEES**

<b><u>NAME</u></b>	<b><u>ORGANIZATION</u></b>	<b><u>PHONE</u></b>	<b><u>FAX</u></b>
Steve Beale*	GP01	544-0257	544-3214
Jim Blanche	EB13	544-3707	544-0900
Richie Brown	CR65	544-3136	544-9581
Mary Chamblee	RSSC	544-1342	544-4470
Sandy Coleman	BC01	544-0795	544-3536
Dawn Cross	EH42	544-1835	544-5877
Amanda Goodson**	CR01	544-2353	544-2053
Carolyn Griner**	DD01	544-1914	544-7580
Yolanda Harris	SA71	544-3001	544-5799
Michael Haynes	AB35	544-7933	544-8890
William A. Hicks	CC01	544-0010	544-0258
Robert J. Jackson	MG20	544-6582	544-5848
Jim Kennedy	EA01	544-2656	544-5896
Dick Marmann*	JA01	544-1883	544-5590
Don Miller	CR10	544-8361	544-4857
Ron Mize	CR20	544-2485	544-8101
Mike Rorex	HEI	544-7471	544-0910
Sid Saucier**	DE01	544-0171	544-7920
R. J. Schwinghamer**	DA01	544-1001	544-7580
H. Scofield	ED01	544-7933	544-8807
Melvin Scruggs	AM01	544-3994	544-6570
Jeff Spencer	EE24	544-7498	544-7713
A. G. Stephenson**	DA01	544-1912	544-5228
William Taylor**	EA01	544-6614	544-5896
G. R. Wallace	EL01	544-4359	544-4131
Caroline Wang	AI31	544-3887	544-6030
Walt Whitacre	EP61	544-0047	544-3960
Ann Whitaker	EH01	544-2481	544-5877

\* MSFC QUALITY COUNCIL MEMBER

\*\* MQC MEMBER REQUIRED TO ATTEND THE COUNCIL MEETING

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Enclosure 1

# *Marshall Quality Council Meeting*

*Agenda for 12/29/98*

- Opening Remarks (Expectations for MSFC and the Increased Scope) - Mr. Stephenson
- Scope and Implementation Plan - Bob Schwinghamer
- Audit Program Report - Warren Woods
- Customer Feedback Report - Don Miller

*Enclosure 2*

# *Marshall Quality Council Meeting*

## *Agenda for 12/29/98*

- Next NQA Audit and Status of Last Findings - Don Miller & Mary Chamblee
- Last MQC Action Items
- Corrective Action Program Report - Jeff Spencer
- Council Discussion and Recommendations
- New Actions



## **ISO 9000 MANAGEMENT COUNCIL ACTIONS LOG**

### **[OPEN ACTIONS ONLY]**

- MQC-0014 (O) Review the ISO 9000 process for TTA's at MSFC and JSC and  
12-29-98 decide on the best way to address this issue utilizing the Customer  
Feedback Program.  
(S. Saucier/DE01, Due: 01-27-99)
- MQC-0015 (O) Establish a system to recognize Lead Auditors/Auditors for their  
12-29-98 efforts to perform the ISO 9000 Internal Audits. Also, consider the  
possibility of including ISO audit training in the Individual Career  
Development Program.  
(S. Saucier/DE01, Due: 01-27-99)
- MQC-0016 (O) Follow-up on the timeliness of Corrective Action closures.  
12-29-98 (S. Saucier/DE01, Due: 01-27-99)
- MQC-0017 (O) Provide additional information to the Center Director on the  
12-29-98 system which is in place at MSFC for process improvements.  
(S. Saucier/DE01, Due: 01-27-99)